



Canadian Index of Wellbeing survey (CIW) *Report*

Undertaken with



***Crescent Town
Neighborhood***

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Introduction

Crescent Town is ward number 31 .This neighborhood is located southeast of the Don River in the former borough of East York. Bordered by Dentonia Park Avenue to the north, Victoria Park Avenue to the east, Donora Park to the south and Dawes Road to the west. Crescent Town is located just minutes from the Upper Beach.

It mainly consists of high-rise apartment complexes, built originally to take advantage of the opening of the adjacent Victoria Park subway station, which connects to the central quadrangle via a partially covered walkway.

Background of Crescent Town

Crescent Town can trace its roots back to 1887 when Walter Massey - the son of Hart Massey, Canada's first major industrialist - purchased a 240 acre country property centered around Dawes Road and Victoria Park Avenue.

The Massey farm was named Detonia after Mrs. Massey's family whose surname was Denton. The Massey farm sold fresh eggs and poultry as well as fresh trout which were caught in the many streams and rivulets that criss-crossed the farm. The Massey farm was also the home of the City Dairy Company which produced the first pasteurized milk in Canada.

In 1933, Susan Massey generously gave forty acres of Detonia to Crescent School where her grandsons were educated. Crescent School operated at Detonia until 1969 when this property was sold to the developers who built the present day Crescent Town neighborhood.

Hollywood actor Kiefer Sutherland was among the first Crescent Town residents. He spent part of his childhood in Crescent Town and attended the Crescent Town Elementary School.

It is a multicultural neighborhood, whose population includes extensive numbers of Bengali, Jamaican, Pakistani, and Tamil Canadians. There is lots of Bangladeshi-owned business near the neighborhood (Victoria Park-Danforth).

Some of the buildings are condominiums (Massey Square), while others are rental apartments (Crescent Place).

Crescent Town map

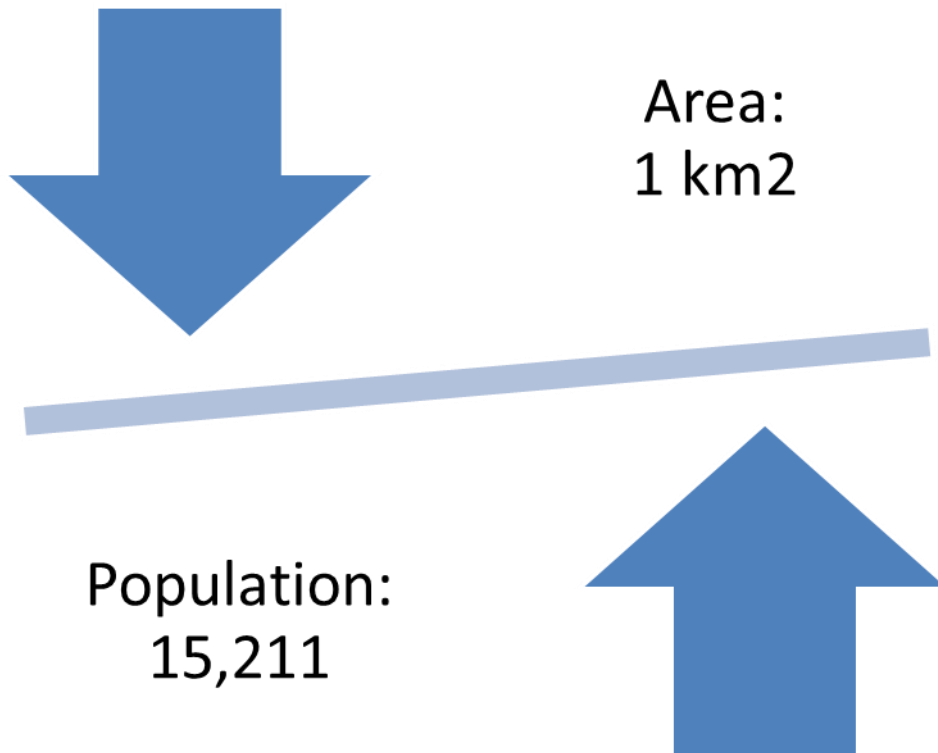


Neighborhood Details

- Area: 1 km²
- 2006 Population: 15,211
 - % Change since 2001: -6.1%
- Pop. of Children (0-4 yrs): 8.0%
- Pop. of Children (5-14 yrs): 12.2%
- Pop. of Youth (15-19): 5.1%
- Pop. of Youth (20-24): 6.0%
- Pop. of Seniors (65+ yrs): 10.5%
- Pop <15 and >64: 30.7%
- Parks & Open Space: 0.2 Km²
- Avg Family Income: \$51,903.00
- LICO After Tax: 25.8%
- Lower Education: 38.0%
- Higher Education: 7.9%
- Visible Minority: 62.8%

English fluency is 85 %; where 15% of these community members speak with basic And/or broken English.

The graphic below shows the population of Crescent Town and areas:





Visible
Minority: 62.8%

Mission on the wellbeing of Canadians

The mission of the CIW is to report findings and promote a dialogue on how to improve wellbeing through evidence-based policies that are responsive to the needs and values of Canadians.

A national index that will report regularly on the wellbeing of Canadians in eight areas or domains:

- * Healthy populations
- * Living standards
- * Community vitality
- * Democratic engagement
- * Time use
- * Arts, culture and recreation
- * Education
- * Environment

Goals for the wellbeing survey

The Neighborhood survey was based on the domains of the Canadian index of wellbeing (CIW) Unlike Gross Domestic Product (GDP), the CIW created a picture of not just how our economy is doing, but more importantly, how people and community is doing.

Through this survey we wanted to know:

- I. How are we really doing?
- II. How are we doing with access to community services, Civic Participants and living standards?
- III. How do we feel about our neighborhood?
- IV. Do we feel a sense of belonging?

Methodology

Prior to the beginning survey with our group, TCCLD executive director held a training session with all students to explain and agree upon the survey goals, procedures, calendar of activities, and the schedule for the interviews. Information regarding the survey was posted on <http://capacity-builders.org/ciw/iwip2011-12.asp>.

The formal survey assessment process with each neighborhood began when TCCLD's survey Team:

- Prepare materials for their review
- Prepare questionnaire
- Prepare leaflet with online information
- TCCLD designed and administered an online survey. The online survey consisted of 42 questions

The survey then proceeded according to the following calendar of activities:

Steps	Date	Activities
	October 13 th , 2012	Preparation of data collection and reviewed documents form each community
	October 25 th , 2012	Survey team conducted individual and group interviews
	January 20 th , 2012	Survey team compiled and initially analyzed all data that had been gathered in preparation for the joint analysis meeting.
	February 03 rd , 2012	Survey team held a meeting with the Guiding Coalition in order to analyze jointly the preliminary findings, agree upon final findings and to determine goals and directions for change and receive feedback regarding the survey itself
	March 17 th , 2012	Provide the first draft of the report to TCCLD for their comment and feedback
	April 4 th , 2012	Provide the final version of the report to TCCLD

Step.1 Reviewing materials provided by TCCLD and prepare questionnaire

Step.2 The data gathering then proceeded with the community member and conducting individual and group interviews with male / female above 18.

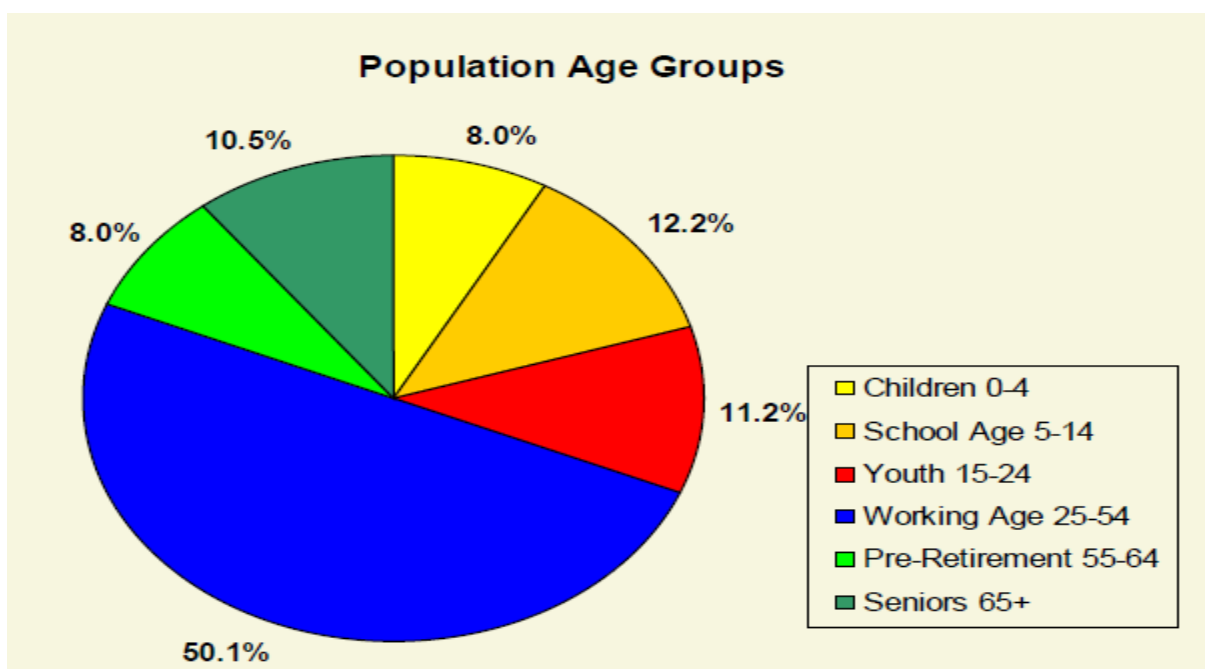
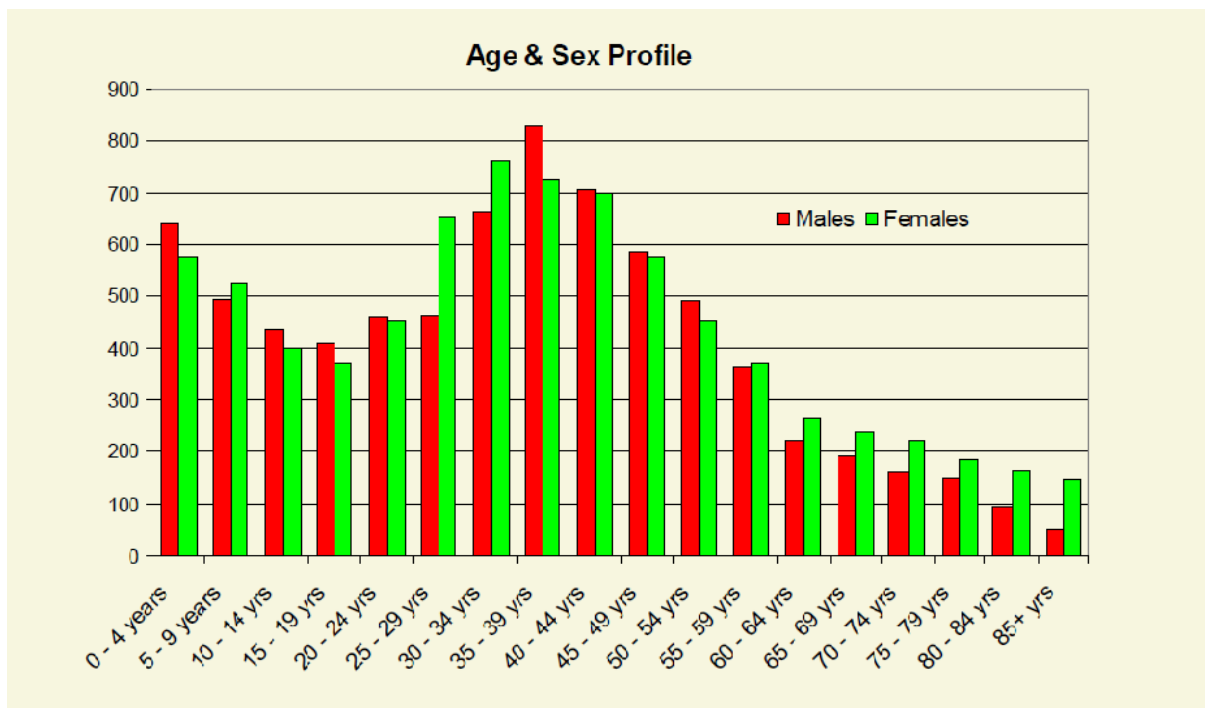
Step.3 Once gathering the data was complete; the team compiled all data and prepared the findings for a joint analysis meeting.

General Findings

The following sections summarize the results of our online survey. The survey included 42 questions and 27 sections:

Section 1: Demographic information:

The Population of Crescent Town is 15,211. The chart below shows the age and sex of this neighborhood.

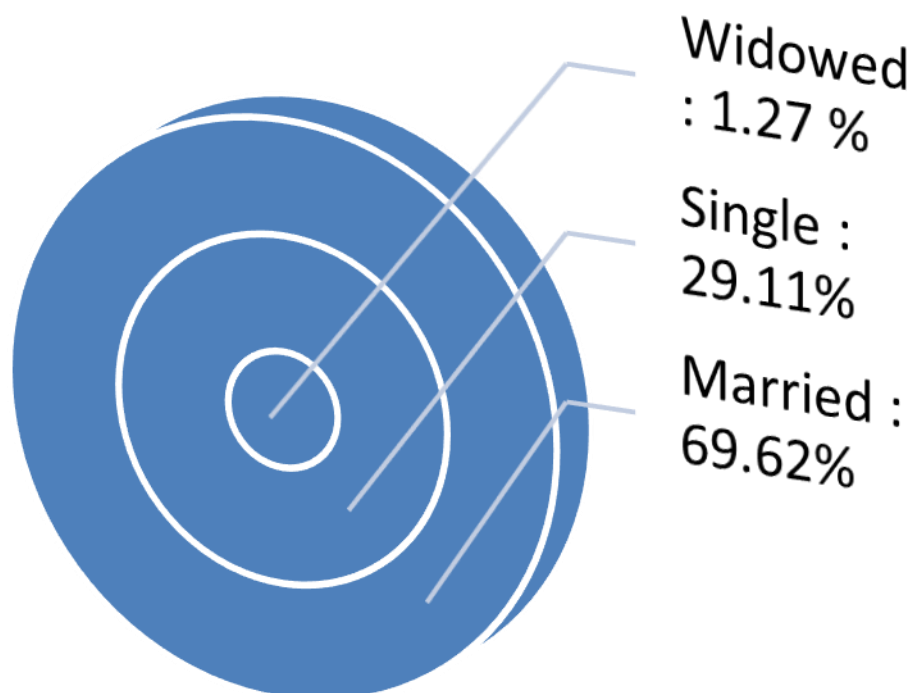


Section 2: Education & Learning:

The Higher Education of the neighborhood is 7.9% and the Lower Education is 38.0%. Most of the survey participants are interested in higher education but due to financial issues and life problems not able to afford it.

Less than Grade 9	3.5%
More than Grade 9 but less than 12	6.5%
Completed Grade 12	12.6%
Skills training and/or apprenticeship	2.5%
College Certificate	18.6%
Undergraduate university (e.g. BA)	24.6%
Graduate university (e.g. Masters)	26.1%
Post-Graduate Degree (e.g. PhD)	3.0%

Section 3: Marital status, Household & Children:



Section 4: Self - Identity:

There are approximately 77.50 % South Asian living in this community. The rest of the people are mixed of different race and ethnicity.



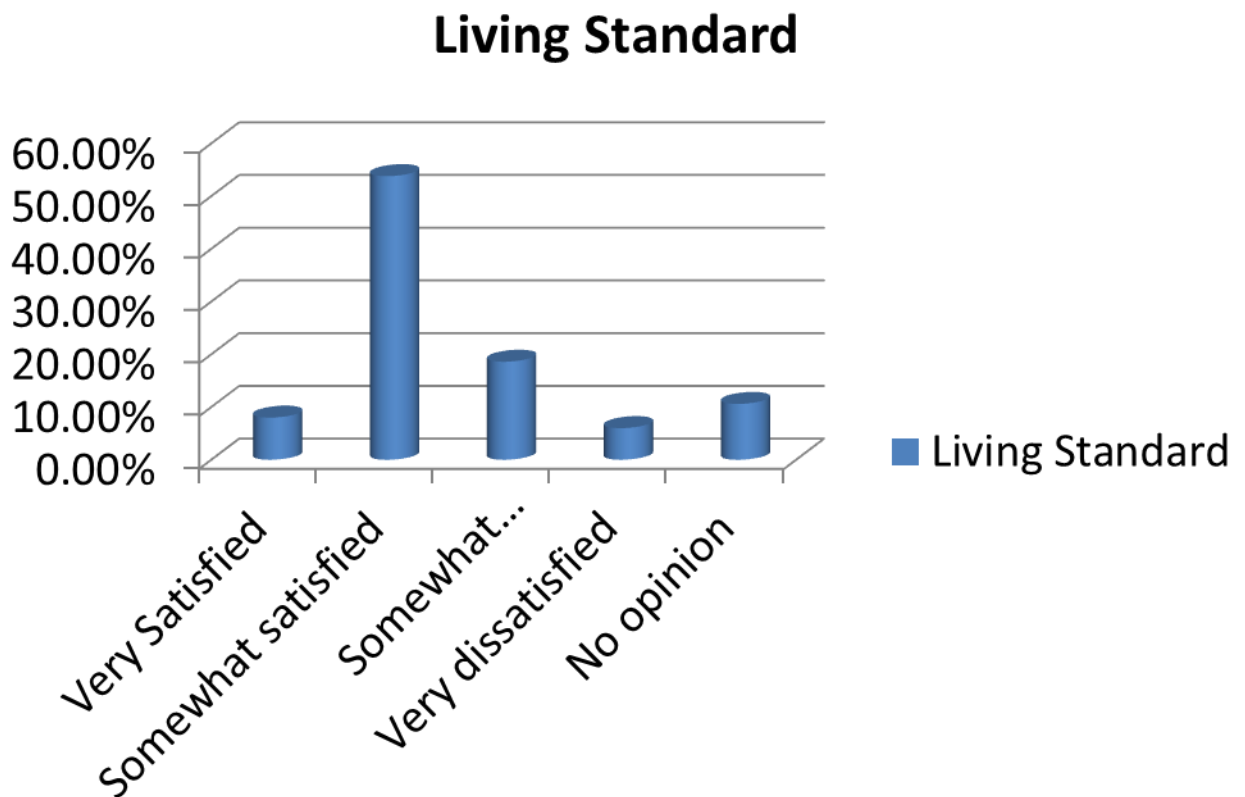
Section 5: Sharing Information

Approximately 50% of the participants have requested to be notified about the findings of the survey. But mostly didn't share their Mail and Email addresses.



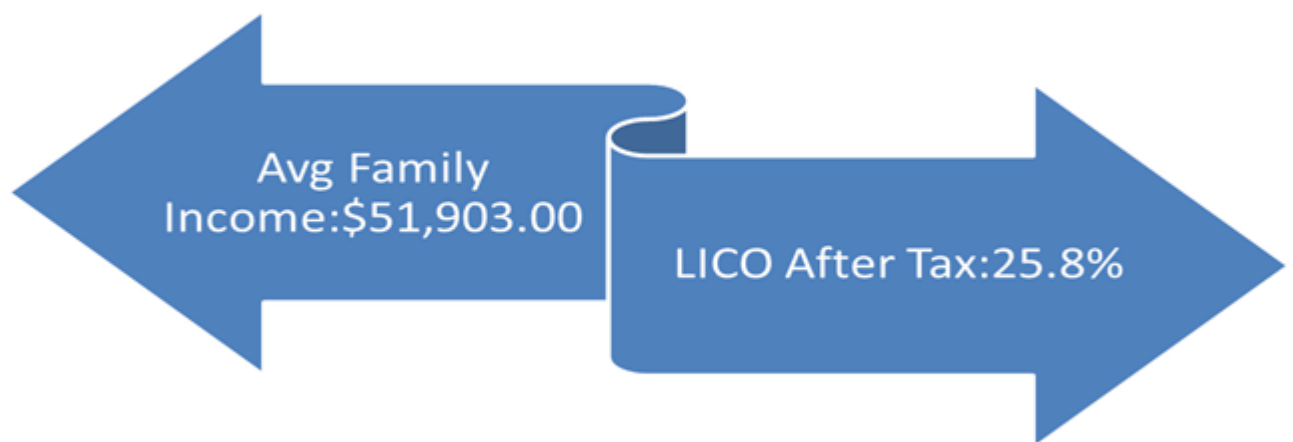
Section 6: Living Standard:

The chart below shows that 50 % of the community members in Crescent Town are somewhat satisfied with their living standard.



Section 7: Income, Saving & Living:

The majority of respondents said that they don't have any saving but their financial situation stayed the same of the 12 months.



Section 8: Support services:

- ★ Dental insurance is not affordable for most people.
- ★ There is limited usage of maternity benefits.



Section 9: Housing:

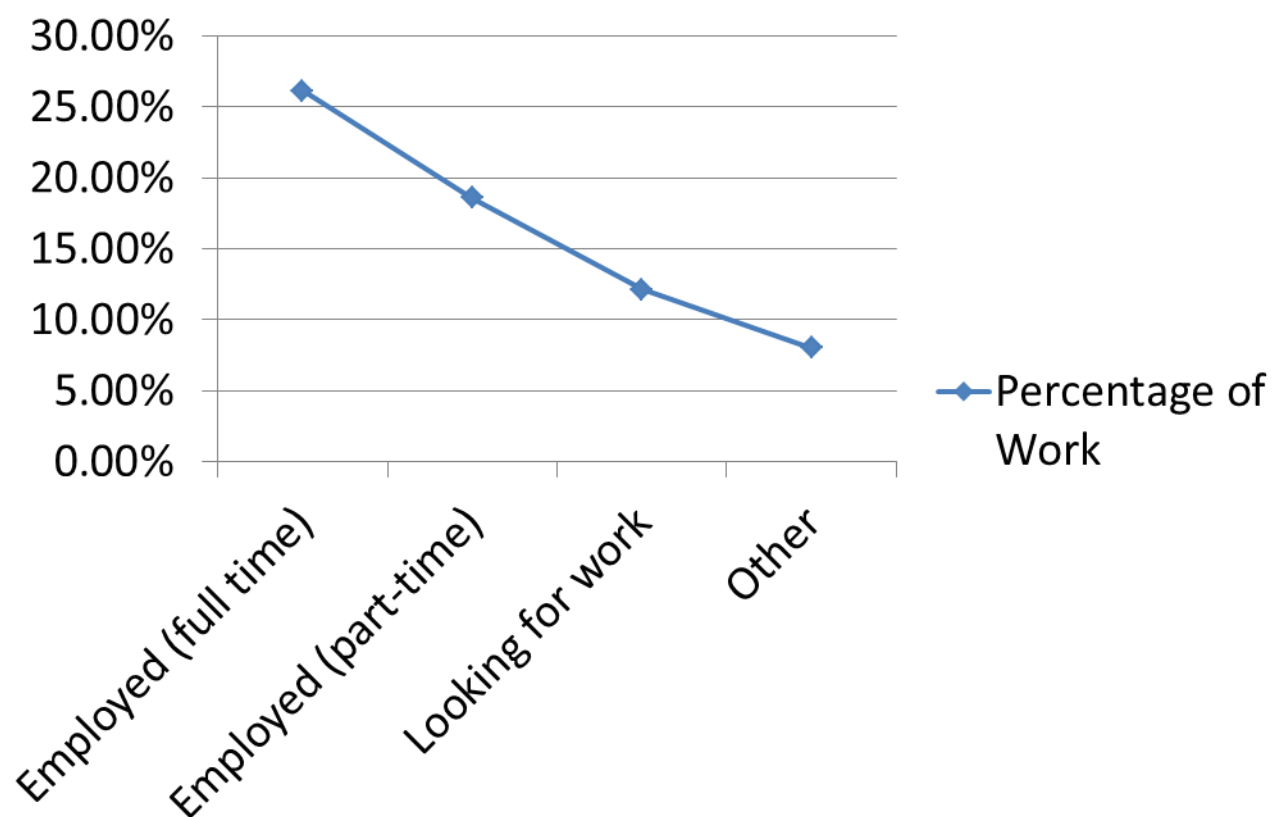
Rent is very expensive for the majority of the people in this neighborhood. The table below shows that 53.17 % the housing situation has increasingly gotten worse.

Value	Description	Percentage
1	Got better	8.86%
2	Stayed the same	17.72%
3	Got worse	53.17%
4	Don't know	20.25%

Section 10: Basic Needs:

A majority of respondents said that they usually have enough money to buy food but this does not include fresh fruits and vegetables which are very important to one's overall health.

Section 11: Looking for Work:



Section 12: Health Status:

The table below shows that just 10.10% of the respondents are in excellent health. 87.9% of the community members have family doctor and 57.8% visit their doctor during each quarter.

Excellent	10.10%
Very Good	23.10%
Good	45.70%
Fair	17.60%
Poor	3.00%

The table below shows that just 12.6% of the people are in excellent health status.

Very Satisfied	12.6%
Satisfied	56.3%
Neither Satisfied or Dissatisfied	25.1%
Dissatisfied	4.5%
Very Dissatisfied	1.0%

The table below described that only 2.0% of the people are suffering from mental health issues.

Excellent	18.6%
Very Good	31.7%
Good	38.7%
Fair	8.0%
Poor	2.0%

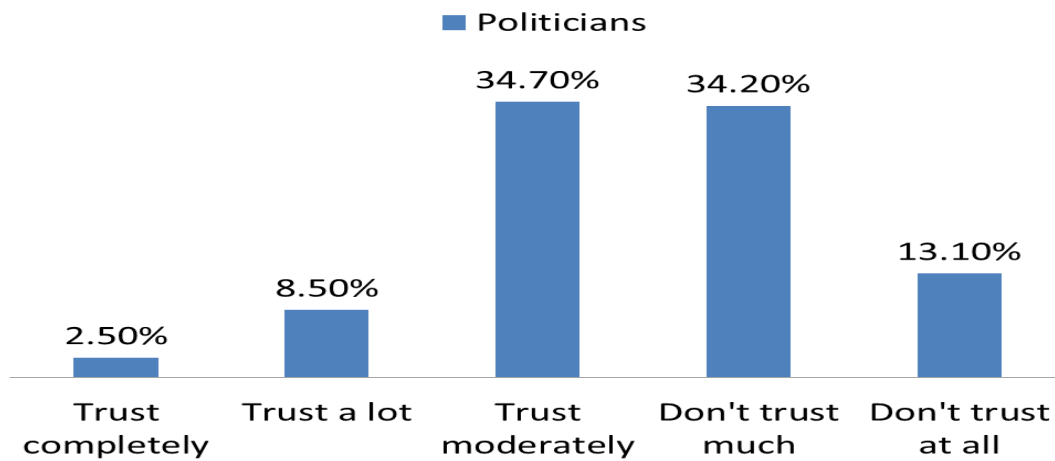
Section 13: Democratic Engagement:

**22.1% of the people in the Crescent
Town Never talk about politics !**

**53.8% of the people
know their Councilor**

**61.8% of the people
know their MP**





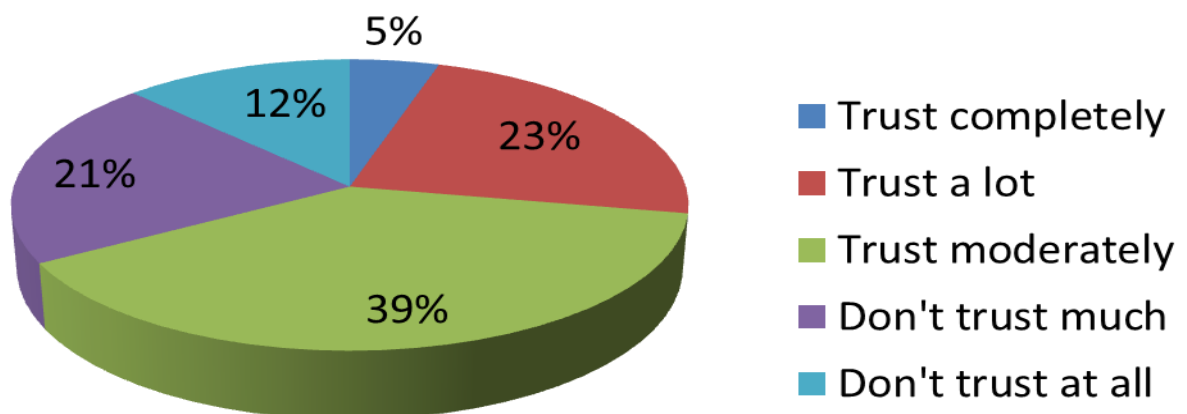
Section 14: Interest Politics:

Many respondents also mentioned that the government makes a majority of decisions on matters rather than incorporating the community's point of view on what they want and need.

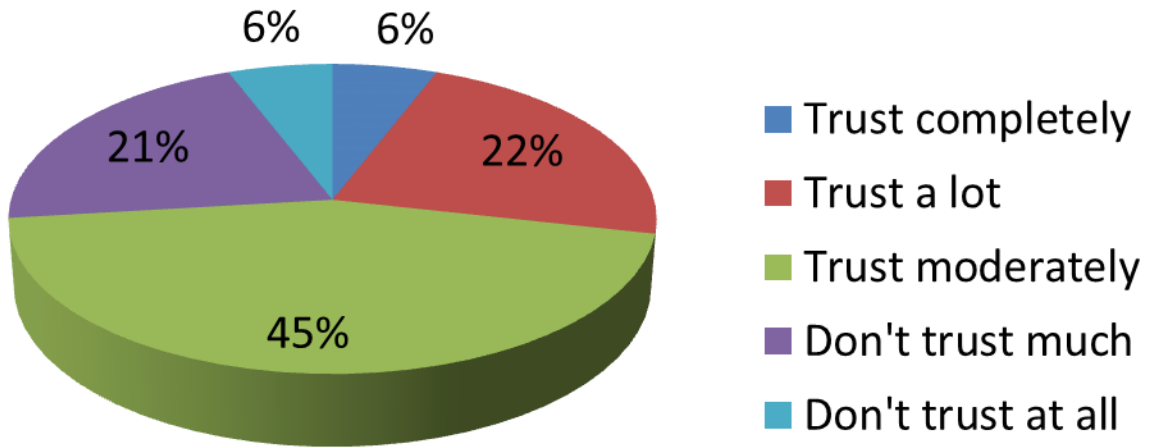
Section 15: Trust of Government:

The chart below shows the level of interest among the Crescent Town peoples to Local, Provincial and Federal government.

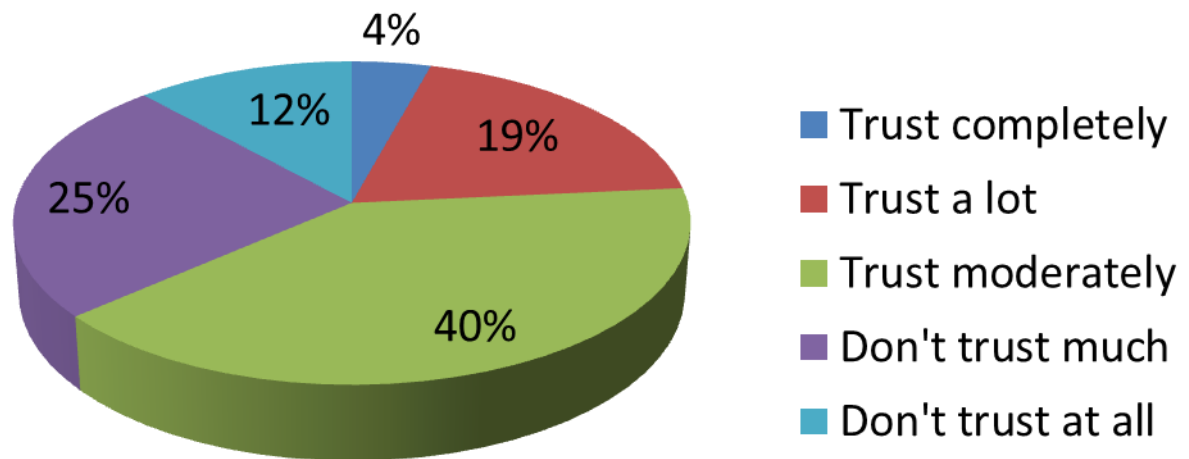
Level of Federal government Interest



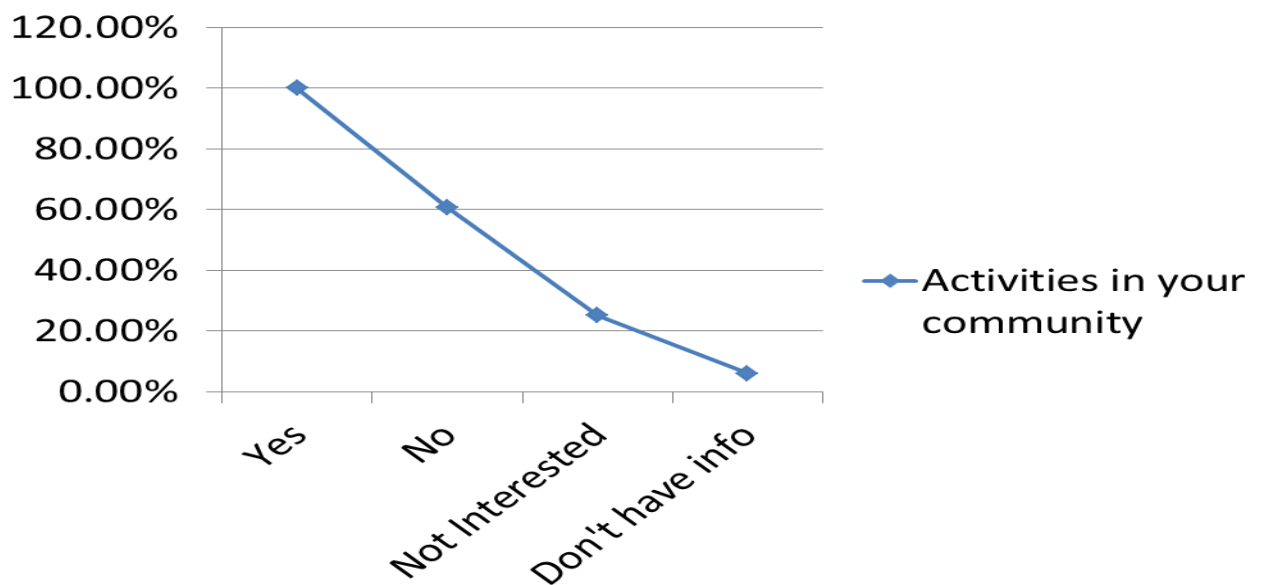
Level of Provincial government Interest

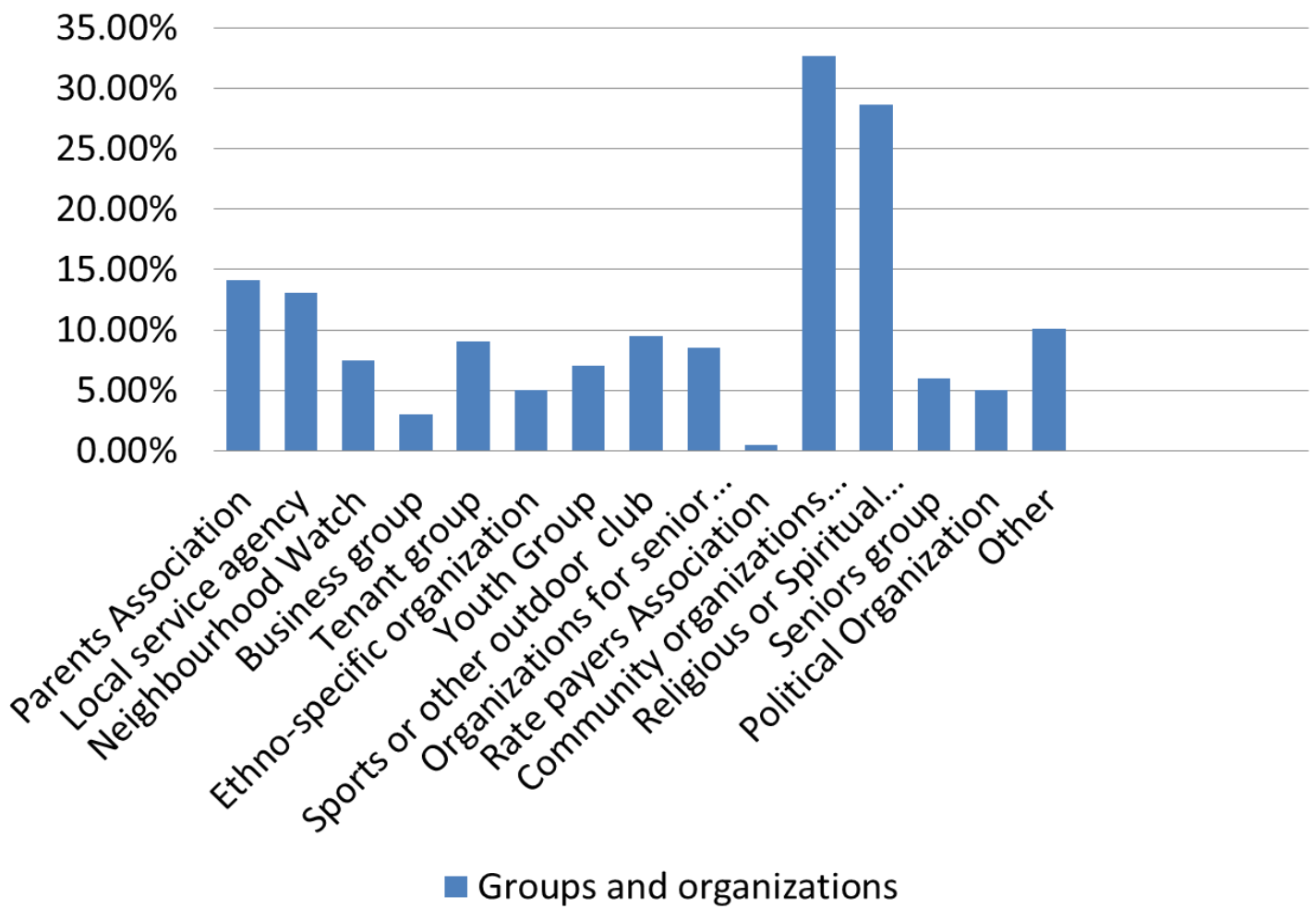


Level of Local government Interest

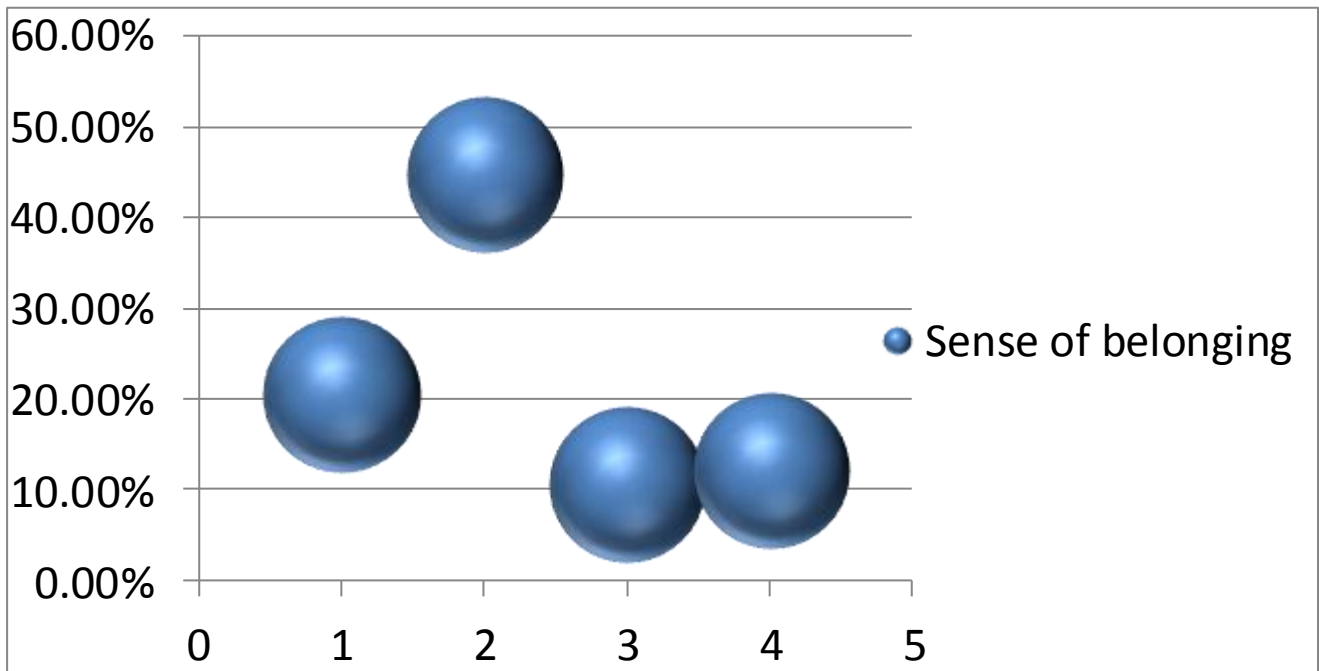


Section 16: Community Vitality:





Section 17: Belonging to community:



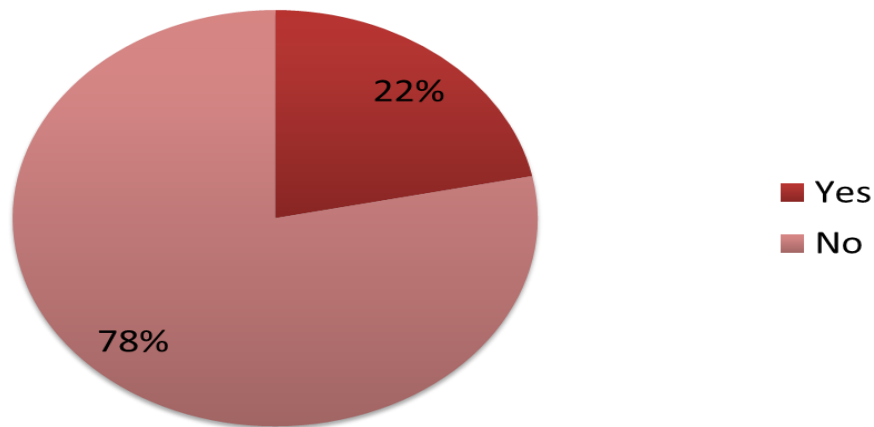
Section 18: Support Available:

Mostly 37.7% of community members talk with each other every day in this neighborhood .But only 12.1% can be counted on. From all survey participants,10.1% of them are believe that if you get sick None of the time the community member will take you to the doctor or hospital , if you have any emergency illness.

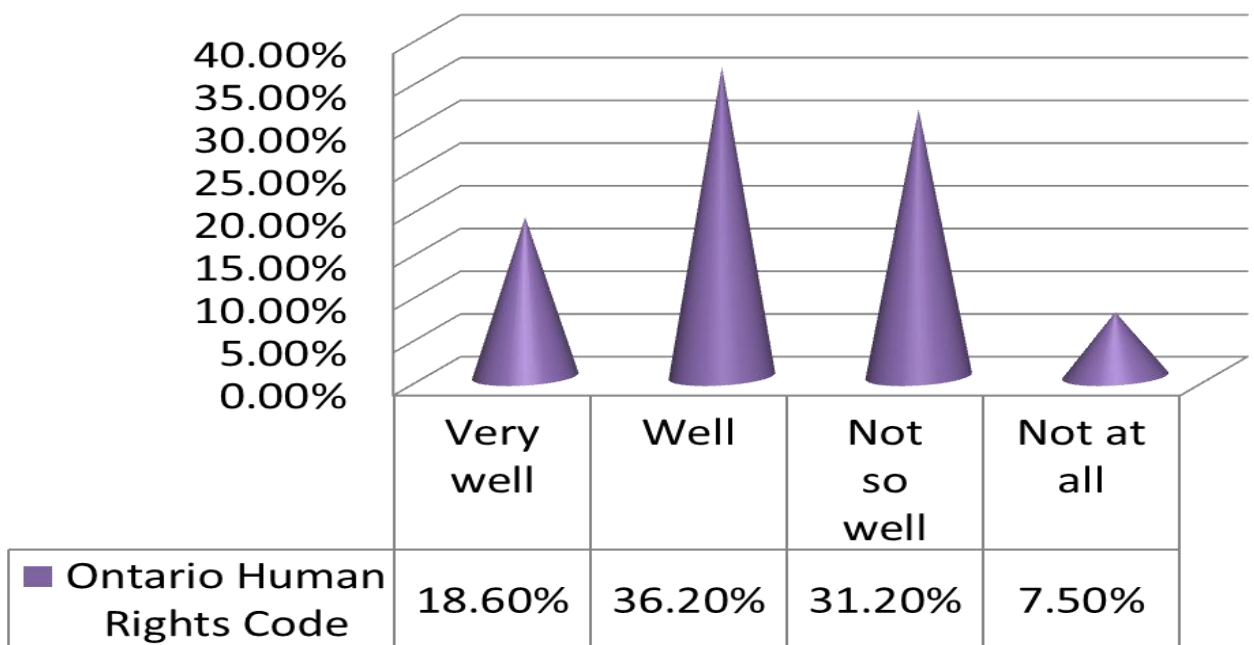
Section 19: Experience of Discrimination:

In the Crescent Town neighborhood 78 % of the people never discriminated.

Experience with discrimination

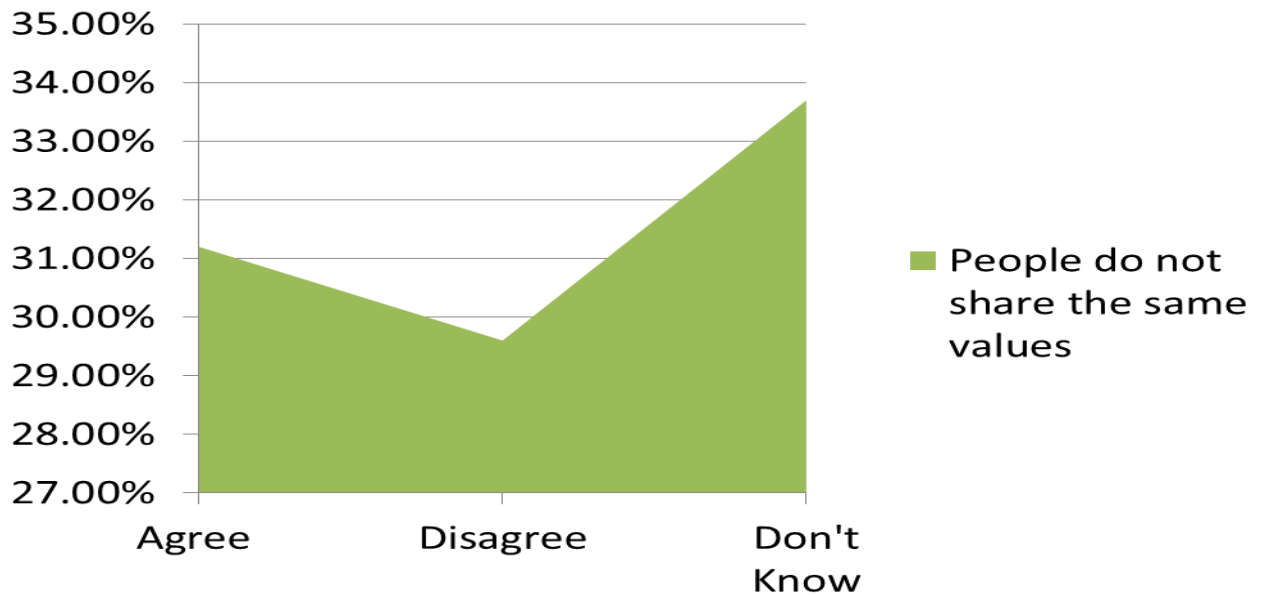


Section 20: Knowledge of Rights:



28.1% of the resident mentioned that “They ride the bus regularly and most of the time I discriminated by white people on the bus or public areas like bus stop” Although , 18.60% have known about Ontario human right code very well some respondents added that they don’t want to complain regarding their issues .

Section 21: Trust & Caring of others:



Section 22: Community Concern:

The table below shows the degree of vandalism, property damage in Crescent Town neighborhood.

Very big problem	19.1%
Fairly big problem	19.6%
Not a very big problem	28.6%
Not a problem	28.1%
Happens, but not a problem	2.5%

The table below shows the degree of Drugs in this neighborhood.

Very big problem	37.2%
Fairly big problem	19.6%
Not a very big problem	14.6%
Not a problem	21.6%
Happens, but not a problem	4.0%

The table below shows the degree of Faith and Religious Tolerance in this neighborhood.

Very big problem	14.6%
Fairly big problem	10.6%
Not a very big problem	22.6%
Not a problem	40.2%
Happens, but not a problem	9.0%

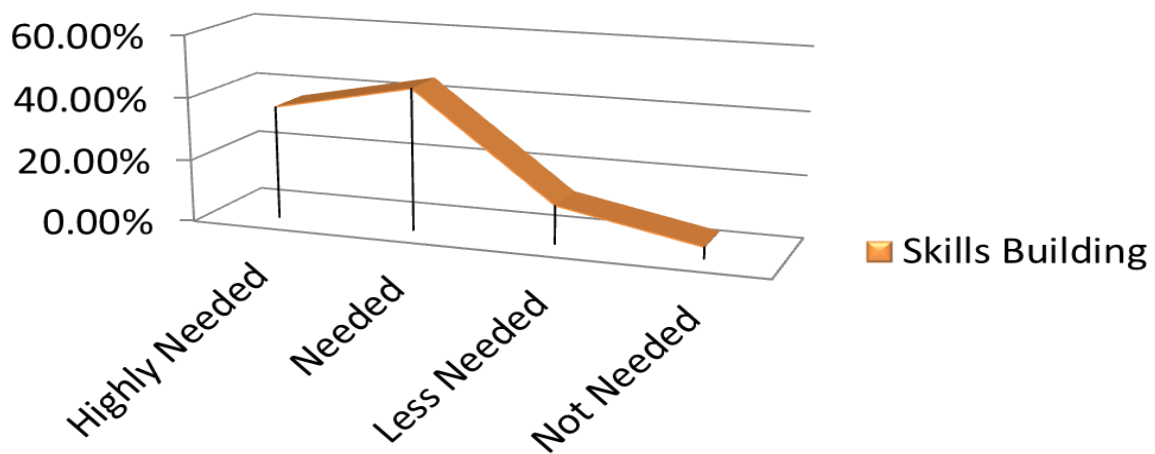
The table below shows the degree of Race and ethnic Tolerance in this neighborhood.

Very big problem	13.1%
Fairly big problem	13.6%
Not a very big problem	25.1%
Not a problem	36.7%
Happens, but not a problem	8.0%

The table below shows the degree of Ideal Teenagers in this neighborhood.

Very big problem	20.6%
Fairly big problem	21.1%
Not a very big problem	18.6%
Not a problem	25.6%
Happens, but not a problem	10.6%

Section 23: Programs and Services:



Section 24: Time Use:

The table below shows that typically the people in this neighborhood spending their leisure time with family:

With family	53.8%
With friends	8.0%
Volunteering	3.5%
Visiting parks, museums	3.0%
Sporting activities	2.0%
Watching television	19.6%
Attending Performance Arts	0.5%
Volunteering for culture & recreation organizations	2.0%
Vacation away from home	3.5%
Physical Activity	1.5%

Section 25: Leisure & Culture:

Some of participants would like to see an outdoor or indoor Farmers Market during the summer, maybe in the commons area or in the park.

Section 26: The Environments:

A majority of respondents indicated that a natural environment and safe drinkable tap water are highly important factors.

Section 27: Sense of Wellbeing:

Some of participants feel that their quality of life will get worse as they reach their senior years.

Almost half of the survey participants stated that they are very satisfied with their quality of life.

The in interview results by following Key informants:

- Program Coordinator from Crescent Town Community Centre.
- Branch Manager from Dawes road, Public Library.

If a family you knew wanted to move into this neighborhood, what advice would you give them?

- Check out the various school catchments (which school for which address, by bus, walkable?). Find out how close Transit is or what the parking situation is (Monthly fee, street parking only?). When you're looking for an apartment, try to ask some of the residents (or patrons of nearby shops) if they would recommend the building.
- Get involved in school & recreation center activities

What would you say are the strongest and best qualities of this community?

- If newcomers are Bengali speakers, this community has the largest concentration of this language in Toronto – stores, agencies, religious groups, etc. There is a vibrant, well established Seniors Centre at Harmony Hall.
- Family oriented
- School & recreation center provide center for community
- Condominiums (1/2 of buildings) impart pride of ownership

What do you see are some of the good things about living in this community?

- Diverse enough to not have silos of people keeping apart from others (no enclaves). Everyone mixes together (age, race, economic)
- Cooperation between agencies, schools and senior center very active City Councilor and MPP
- You may want to consider social, community spirit, political, economic or other aspects of life here).
- Amenities (Recreation center, school, medical ctr, shopping) within community
- Proximity to TTC (Vic Pk subway)
- Proximity to parks (Taylor Creek, Dentonia Pk & Golf Course)
- Proximity to Shoppers World Danforth

Think about the problems you see in the community. If you had the power to solve three (3) problems in this community in a short time what problems would you address?

- Better policing to address certain late night problems
- Getting more subsidized daycare spaces
- A safe place for teens to hang out
- Lack of funding
- Fragmented leadership
- Communications (esl)

What do you think are the three (3) most important needs of this community? What would you say are the main barriers (3 or 4) to dealing with these needs and issues?

- Needs: family support, newcomer support, employment opportunities
- Barriers: limited space for new daycares; Bengali is majority language here but not a top 10 in Toronto so there are fewer government/ social agency materials translated into Bengali; few local employers aside from the Danforth business area.
- Accessibility
- Seniors activities
- Meeting & program space

If you were advising a group interested in improving the well-being of this community, what are the three (3) things you would recommend they focus on?

- Whatever this group's focus they need to make themselves known by Advertising in Bengali, Tamil, Urdu, Chinese, Farsi, Tagalog and other less common languages
- join existing networks like the Neighborhood Action Team, the Neighborhood Youth Alliance or the EYET Beaches East York Early Years Riding Table and asking to speak at school councils or at Harmony Hall to both advertise their service but find out about what already exists
- Sexual health (for teens especially) and mental health are 2 topics not well addressed in the neighborhood.

If you were returning to this community after 15 years in another country, what would you like to see changed, and what would you like to see remain the same? (This could be a fun question).

- After 15 years, I would like to see that the retail area became more successful, the dark areas attractive to the criminal element "cleaned up" permanently, and the more notorious landlords replaced with good, fair management.
- I would like to see social agencies and schools still cooperating, community hubs like Access Point and Harmony Hall still going strong, and the Taylor Creek Park still existing.

Conclusion and Recommendations




From the survey finding I would like to make the following Conclusion and recommendations:

- ☞ Increasing the Subsidiary Housing for the people who are looking for affordable housing in in this neighborhood
- ☞ One of the most important suggestion is a community Food Bank for the people who don't have enough money to buy healthy foods.
- ☞ More in-depth information is needed about access to the food bank.
- ☞ Self-security programs for younger youth should promote, to protect themselves after darkness.
- ☞ The greatest weakness of the community was the lack information regarding their right and responsibility.
- ☞ Increase and strength the outreach program by NGOs and government.
- ☞ Explore ways of extending additional services /organizations for this neighborhood
- ☞ There is needed to carry out a community awareness and community mobilization workshops.
- ☞ Opportunities for different groups of people within a community to get together to share information and experiences e.g. organizing groups, activities and events
- ☞ Strengthen Community with leadership influence over the community working together for their needs
- ☞ Create strong networking and connections between communities and expertise.

Theory of change (TOC)

A theory of change used as a tool for Crescent Town neighborhood challenges after this survey. This theory of change is A Practical Tool for Action, Results and Learning, and should be a useful tool and a lens that gives the community a sharp focus on the steps they need to take. It will also force the community to clarify their assumptions about how change will happen.

Appendix I: Documents Reviewed and Interviews Conducted

-  Crescent Town Banner Report - Age & Gender
-  Crescent Town - Self-Identity
-  Crescent Town - Schooling & Time in Canada

Appendix II:

-  TOCO

Bibliography/Reference List

- <http://www.toronto.ca/>
- <http://www.torontoneighbourhoods.net/neighbourhoods/east-york/crescent-town/history>
- www.crescenttownclub.com
- http://www.toronto.ca/demographics/pdf/priority2006/area_crescent_full.pdf

List of abbreviations

NGOs	- Non Governmental Organizations
TCCLD	- Toronto Centre for Community Learning and Development
IWIP	- Immigrant women integration program
CIW	- Canadian Index of Wellbeing survey
MP	- Member of Parliament
TOCO	- Theory of Change Community

Acknowledgements

Thank you all of those who participated in this survey, especially TCCLD would like to thank all Community members for their cooperation and willingness with us during the survey. The survey team wants to thank Mr. Alfred Jean-Baptiste for providing us with helpful guidance and support. We hope that the findings of this survey would help the Crescent Town situation.